

170064

C. DUKES SCOTT
EXECUTIVE DIRECTOR

1441 Main Street, Suite 300
Columbia, SC 29201



Phone: (803) 737-5230
Fax: (803) 737-4750

DAN F. ARNETT
CHIEF OF STAFF

APRIL B. SHARPE
MANAGER OF CONSUMER SERVICES

December 14, 2007

Public Service Commission
Attn: Docketing Department
P.O. Drawer 11649
Columbia, SC 29211

COPY
Posted: Ad
Dept: S.A.
Date: 1/3/08
Time: 4:15

2007-458-E

RECEIVED

JAN 03 2008

PSC SC
DOCKETING DEPT.

In Re: Our File No. 07-E-3014

Dear Sir or Madam:

This letter is in response to the complaint of Tony Nguyen forwarded from the Public Service Commission. The Office of Regulatory Staff has spoken to Mr. Nguyen and he is specifically asking for a hearing. Enclosed, please find Mr. Nguyen's complaint and request for hearing.

If you have any additional questions, please contact me at (803) 737-0609.

Sincerely,



Stacy Rogers
Office of Regulatory Staff, Consumer Services Division

December 05, 2007

DEAR SIR OR MADAME :

RE: COMPLAIN TO SCE of SC.
Address 212 NEW HAVEN LN.
Aiken, SC 29803

My NEPHEW NAME HOA NGUYEN, 36 year old,
Single AND NO boyfriends. SHE LIVES IN THIS HOUSE
THAT HAS NO T.V., WASHER AND DRYER. SHE JUST PUT
3 THINGS I JUST MENTION AFTER Labor DAY. of 2007
(THINGS ON SALE). SHE HAS NO CHILDREN ALSO. I PAY
THE POWER BILL FOR HER.

THIS IS A TOWN HOUSE IN THE MINK UNIT, ABOUT
~ 1100 sq-ft. SHE MOVED IN IN JUNE - 2007.

from June 6 - June 28	only 22 DAYS COST	\$ 274.12
FR June 30 - July 30	32 DAYS COST	\$ 545.42
FR July 30 - Aug 28	28 DAYS COST	\$ 197.15

AFTER THE BILLS \$ 545.42 COME TO ME. I CALL SCE OF
MANY TIMES ON TEL. AND I CAME TO THE LOCAL
OFFICE IN Aiken. THEY TOLD ME GET THE APPLIANCE
CHECK UP. AND I DID GET CHECK UP. ALL APPLIANCE
HAVE NO PROBLEM.

I Told Them My AC unit die. So They blame
For my AC been Suck up the energy. And make
my bill goes High. When The AC unit Has
a CAPACITOR die. It doesnot Suck up power.
As The AC pro. Told me.

In Return, SCE & G Has people come out to my
House to Re Read my meter And send my
meter to the lab. Test. They said everything
they done is correct.

So, I Had done my parts in the House. I Found
no problem. ; SCE & G Had done their parts
And Found no problem either. How come
They blame on me And force me to pay
all the Charges from them.

Please let I And my Niece have the fair
Testimony And Hearing soon.

Truly

My G. my

TONY NGUTEIN

803-439-2001

PS. If I do not sign the DPP. SCE & G will cut off
my power.

I have paid all the bill from

8-27-07 up to DATE 12-4-07

TOTAL. \$ 1029.02

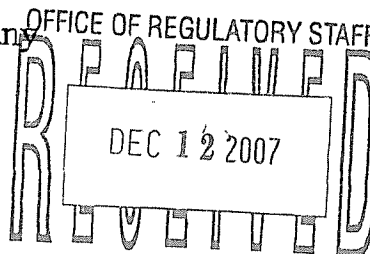
They are so bad ^{that} every month, they charge
a late fee too.

Copy some explanation enclnd.

Thanks.



South Carolina Electric & Gas Company
256 Columbia Avenue
Chapin SC, 29036



Fax Transmittal Sheet
Fax Number (803) 217-7227

Date: 10/2/07

To: Tony

Company: _____

From: Jennifer / SCE&G

Phone: 803-217-1101

Dept: _____

Mail Code: _____

Notes: Tony,

Here is a hard copy of
the meter test results for
the meter at 210 New Haven Ln.
The Weighted Average of
this meter is 99.96 percent.

Total Pages

2

SCE&G CERTIFICATE OF ELECTRIC METER TEST

Meter Number: 454241
Customer: Tony Van Nguyen
Address: 210 New Haven Ln.

Test Date: 9/20/2007
City: Aiken

Account Number: 7210074518833
Dial Reading (Index): 25113
Test Board Number: 07

Full Load % Registration: 99.90
Light Load % Registration: 100.22
Weighted Average % Registration: 99.96

Tested at Customer Request: Y
Tested at Company Request:

Remarks: Meter tested OK; No problems found;

Tested By: Craig Wooten

Approved: Jerry Smith

This is to certify that the above listed meter was tested in SCE&G's electric meter test laboratory. All equipment used in this test has been calibrated with instruments whose accuracy can be traced to the National Institute of Standards and Testing (NIST). The limits of accuracy for watt-hour meters are governed by the South Carolina Public Service Commission.

Explanation of High Bill Test

To determine the accuracy of a meter, the meter is tested at two test points, one representing normal load conditions and another representing light load conditions. The result of the normal load condition test is noted as FULL LOAD % REGISTRATION. The result of the light load condition test is noted as LIGHT LOAD % REGISTRATION. The overall accuracy of the meter is indicated by WEIGHTED AVERAGE % REGISTRATION.

WEIGHTED AVERAGE % REGISTRATION = [(4 X FL %Registration) + LL %Registration] / 5

The WEIGHTED AVERAGE % REGISTRATION is the value that is used to determine if billing adjustments are necessary. Test results greater than 100 indicate that the meter is running FAST. Test results less than 100 indicate that the meter is running SLOW.

S.C. Public Service Commission regulation 103-340 requires adjustment of customer's bill for errors in percent registration greater than 2%.

Customer Copy

Form MT-399 (12-01)

SCE&G Research and Test Facility 105 Vantage Point Road, West Columbia, South Carolina 29172

www.sceg.com

ADDITIONAL WORK AUTHORIZATION

Aiken Heat & A.C. S.C. # RB4533
 Trent D. Temples
 (803) 640-3275

CHANGE ORDER #	DATE 9-17-07
CUSTOMER NAME	
STREET	
CITY Aiken	STATE/ZIP 29803

Original Job Information:

JOB NAME Tony MIGHTYEN	LOCATION 210 New Haven LN
JOB/CONTRACT #	DATE

We hereby submit the following specifically described additional work:

- SERVICED A/C - Found no problems
- SERVICED Hot water Heater Elements ARE working properly. Found no problems

* There's nothing that could cause powerbill to run high. A/C does not have anything to do with power bill being so high. Its running properly.

* IF CAPACITOR is going bad or starting to fail, it will have nothing to do with the A/C pulling too many amps. CAPITORS ~~are~~ break power to turn on the outside condenser FAN, AND to start up compressor IF they start to fail the unit will not run because its probably not getting enough power.

Additional charge for above described work is: \$ 35.00 Dollars

with payments to be made as follows: WORK is completed

Additional work to be performed under same conditions as specified in original contract unless otherwise stipulated.

We propose hereby to furnish material and labor — complete in accordance with these specifications at above stated price

Respectfully submitted

Trent D. Temples

ACCEPTANCE OF ADDITIONAL WORK

The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payments will be made as outlined above

Date of Acceptance _____ Signature _____

WORTH APPLIANCE REPAIR

Sales & Service
1304 Vauchaine Rd.
ALLEN, GA 30801
(404) 648-8296

CUSTOMER'S ORDER NO		PHONE		DATE <u>3-11-07</u>	
NAME <u>TONGUYEN</u>					
ADDRESS <u>210 NEW HAVEN</u>					
<u>Allen 29803</u>					
SOLD BY	CASH <input checked="" type="checkbox"/>	C.O.D.	CHARGE	ON ACCT.	PAID OUT <input checked="" type="checkbox"/>
CITY.	DESCRIPTION			PRICE	AMOUNT
	<p>LIMITED WARRANTY ON ALL USED APPLIANCES. NO WARRANTY GIVEN ON LIGHTS, CLOCKS, SELF-CLEANING OVENS, CABINETS OR TRIM AND ICEMAKERS. NO REFUNDS. WE WILL EXCHANGE OR REPAIR FOR EQUAL VALUE ONLY.</p> <p><u>Service Call</u> <u>Check Appl + water heater</u> <u>+ A/C</u> <u>ALL Appliances</u> <u>Pulled no more than</u> <u>Amps than normal</u></p>				<u>38.00</u>
ANYTHING PICKED UP WILL HAVE TO BE RETURNED FOR WARRANTY PURPOSES. NO RETURNS ON ELECTRICAL PARTS.				TAX	
RECEIVED BY				TOTAL	

To Order:
800-225-6380 or 404-648-8296

Thank You!

DATE	3 / 7 / 8
SCHEDULED	
PHONE	

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[illegible]

H-BK E



Statement Date: October 31, 2007

Page 1 of 4

Account Number: 7-2100-7451-8833

Activation Code: 6454

Name: TONY VAN NGUYEN
Service Address: 210 NEW HAVEN LN
AIKEN SC 29803-8063

B 20060

SEE IMPORTANT NOTICE

Electric Meter read on 10/29/07 at
10:37 A.M. Next reading on or
about 11/28/07.

	10/07	10/06
Avg Temp	71	N/A
KWH	1211	N/A
Days	33	N/A
Cost	\$122.68	N/A

Electric - Rate 008 - Residential Service					
Meter #	Billing Period	Days	Meter Reading	Constant	KWH
000835279	Sep 26 - Oct 29	33	00300 to 01511	1	1211
Basic Facilities Charge				\$	7.50
First 800 KWH X \$ 0.093600					74.88
Next 411 KWH X \$ 0.089360					36.73
Franchise Fee 3.00% paid to the City of Aiken					3.57
Total Electric Charges				\$	122.68

Miscellaneous Charges/Credits	
Late Payment Charge	\$ 3.43
Total Miscellaneous Charges/Credits	\$ 3.43

Total Current Month Charges	\$ 126.11
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Account Number: 7-2100-7451-8833

A late payment charge of 1.5% will be added to any balance remaining 25 days after billing. Please make checks payable to SCE&G.

BN 035 19 7210074518833 20032 **C003
 TONY VAN NGUYEN
 210 NEW HAVEN LN
 AIKEN SC 29803-8063

Total Amount Due on 10/22/07	\$ 202.56
Amount Enclosed	121.76

SCE&G
 Columbia, SC 29218

7210074518833060000000000009070000020256

IMPORTANT: Please return this portion with your payment so that the return address shows in the envelope window.

SCE&G
 A SCANA COMPANY

Statement Date: October 01, 2007 Page 1 of 4

Account Number: 7-2100-7451-8833 Name: TONY VAN NGUYEN
 Activation Code: 6454 Service Address: 210 NEW HAVEN LN
 AIKEN SC 29803-8063

B 20032

SEE IMPORTANT NOTICE

Electric Meter read on 09/26/07 at 12:01 P.M. Next reading on or about 10/29/07.

	09/07	09/06
Avg Temp	78	N/A
KWH	1151	N/A
Days	29	N/A
Cost	\$121.76	N/A

Electric - Rate 008 - Residential Service						
Meter #	Billing Period	Days	Meter Reading	Constant	KWH	
000454241	Aug 28 - Sep 18	21	24262 to 25113	1	851	
000835279	Sep 18 - Sep 26	8	00000 to 00300	1	300	
Basic Facilities Charge				\$	7.50	
First 800 KWH X \$ 0.093600					74.88	
Next 351 KWH X \$ 0.102090					35.83	
Franchise Fee 3.00% paid to the City of Aiken					3.55	
Total Electric Charges				\$	121.76	
Miscellaneous Charges/Credits						
Late Payment Charge				\$	4.57	
Total Miscellaneous Charges/Credits				\$	4.57	
Total Current Month Charges				\$	126.33	

Statement Date: August 31, 2007

Account Number: 7-2100-7451-8833

Activation Code: 6454

Name: TONY VAN NGUYEN
Service Address: 210 NEW HAVEN LN
AIKEN SC 29803-8063

N 22602

SEE IMPORTANT NOTICE

Electric Meter read on 08/28/07 at 10:52 A.M. Next reading due or about 09/27/07.

	08/07	08/06
Avg Temp	85	N/A
KWH	1868	N/A
Days	29	N/A
Cost	\$197.15	N/A

Electric - Rate 008 - Residential Service					
Meter #	Billing Period	Days	Meter Reading	Constant	KWH
000454241 - Apartment	Jul 30 - Aug 28	29	22394 to 24262	1	1868
Basic Facilities Charge				\$	7.50
First 800 KWH X \$ 0.093600					74.88
Next 1068 KWH X \$ 0.102090					109.03
Franchise Fee 3.00% paid to the City of Aiken					5.74
Total Electric Charges				\$	197.15

Miscellaneous Charges/Credits	
Late Payment Charge	\$ 8.24
Total Miscellaneous Charges/Credits	\$ 8.24

If you have questions, you may call us 24 hours a day.
Toll-free # 1-800-251-7234

For gas leaks, downed/sparking power lines, or power outages, you may call us toll free 24 hours a day.
Telephone # 1-888-333-4465

Billing Summary			
Electric Charges	\$	197.15	
Miscellaneous Charges/Credits		8.24	
Total Current Charges Due on 09/20/07	\$		205.39
Previous Bill Amount	\$	823.65	
Payment Thank You	08/03/07	-274.12	
Balance Brought Forward Due on 09/12/07	\$		549.53
Total Amount Due	\$		754.92

500

250.00



Agatha

Account Number: 7-2100-7451-8833

A late payment charge of 1.5% will be added to any balance remaining 25 days after billing. Please make checks payable to SCE&G.

BN 035 19 7210074518833
TONY VAN NGUYEN
210 NEW HAVEN LN
AIKEN SC 29803-8063

20895

**C003



Balance Brought Forward Pay by 08/10/07	\$ 274.12
Current Charges Due 08/22/07	\$ 549.53
Total Amount Due	\$ 823.65
Amount Enclosed	

June 28 - J130

SCE&G
Columbia, SC 29218

7210074518833060000002741207070000082365

IMPORTANT: Please return this portion with your payment so that the return address shows in the envelope window.

SCE&G
A SCANA COMPANY

Statement Date: August 01, 2007

Account Number: 7-2100-7451-8833
Activation Code: 6454

Name: TONY VAN NGUYEN
Service Address: 210 NEW HAVEN LN
AIKEN SC 29803-8063

Page 1 of 3

N 20895

SEE IMPORTANT NOTICE

Electric Meter read on 07/30/07 at 08:38 A.M. Next reading on or about 08/29/07.

	07/07	07/06
Avg Temp	80	N/A
KWH	5180	N/A
Days	32	N/A
Cost	\$545.42	N/A

Electric - Rate 008 - Residential Service					
Meter #	Billing Period	Days	Meter Reading	Constant	KWH
000454241 - Apartment	Jun 28 - Jul 30	32	17214 to 22394	1	5180
Basic Facilities Charge				\$	7.50
First 800 KWH X \$ 0.093600					74.88
Next 4380 KWH X \$ 0.102090					447.15
Franchise Fee 3.00% paid to the City of Aiken					15.89
Total Electric Charges				\$	545.42

Miscellaneous Charges/Credits	
Late Payment Charge	\$ 4.11
Total Miscellaneous Charges/Credits	\$ 4.11

If you have questions, you may call us 24 hours a day.
Toll-free # 1-800-251-7234

For gas leaks, downed/sparking power lines, or power outages, you may call us toll free 24 hours a day.
Telephone # 1-888-333-4465

Billing Summary	
Electric Charges	\$ 545.42
Miscellaneous Charges/Credits	4.11
Total Current Charges Due on 08/22/07	\$ 549.53
Previous Bill Amount	\$ 274.12
Balance Brought Forward Due on 08/10/07	\$ 274.12
Total Amount Due	\$ 823.65



Statement Date: July 02, 2007

Page 1 of 2

Account Number: 7-2100-7451-8833
Activation Code: 6454

Name: TONY VAN NGUYEN
Service Address: 210 NEW HAVEN LN
AIKEN SC 29803-8063

N-20229

Electric Meter read on 06/28/07 at
09:03 A.M. Next reading on or
about 07/30/07.

	06/07	06/06
Avg Temp	79	N/A
KWH	2602	N/A
Days	22	N/A
Cost	\$274.12	N/A

Electric - Rate 003 - Residential Service

Meter #	Billing Period	Days	Meter Reading	Constant	KWH
000454241 - Apartment	Jun 06 - Jun 28	(22)	14612 to 17214	1	2602
Basic Facilities Charge				\$	5.50
2602 KWH					260.64
Franchise Fee 3.00% paid to the City of Aiken					7.98
Total Electric Charges				\$	274.12

If you have questions, you may call
us 24 hours a day.
Toll-free # 1-800-251-7234

For gas leaks, downed/sparking
power lines, or power outages, you
may call us toll free 24 hours a day.
Telephone # 1-888-333-4465

Billing Summary

Electric Charges	\$	274.12	
Total Current Charges		\$	274.12
Total Amount Due on 07/23/07		\$	274.12
Balances remaining after 5:00 p.m. on 08/01/07 are subject to late payment charges.			

SPECIAL MESSAGES:

*** VIEW YOUR PAST BILLS AND USAGE HISTORY ONLINE! ***

In addition to giving you the convenience of viewing and paying your current bill online, SCE&G's online account services also allow you to view and compare your past bills, usage history and rates for the last two years. It's one more way SCE&G is working to provide you with the highest level of flexibility and convenience available. Simply visit www.sceg.com. To register you will need your 13-digit SCE&G account number and the online activation code appearing on your bill.

The City of Aiken charges a franchise fee of 3.00% on electric and gas service to addresses inside the City of Aiken limits. SCE&G has included this charge on your bill. If your address is not located inside the City of Aiken, contact SCE&G at 1-866-840-3482.

www.sceg.com